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HARMONIZING THE DIGITAL ENVIRONMENT OF THE STATE AND LAW: A CASE FOR KENYA

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As the global society continues to become interconnected and interdependent, aided by decentralizing technology, governments are compelled to harness digital delivery of services in order to address the ever-rising expectations of citizenry. Today's highly networked and decentralized technology comes with system complexity, often forcing actors to pull in different directions depending on their need drive. This essentially triggers the critical need for the government as conductors and convenors of public service, to strive to integrate and harmonize digital environment within which its services are demanded.

Kenya has firmly established itself as a digital pacesetter on the African continent. In a bid to ensure digital economy benefits become a reality, the country has embarked on digital transformation journey with enthusiasm. As the entirety of sectors that operate using digitally enabled communications and networks leveraging internet, mobile and other technologies continue to grow in Kenya's public sector, the question of how to in sync these services to minimize friction across government entities and enhance service delivery to the citizenry, has ignited greater attention than ever before.

Premised on the desire to harmonize and integrate government's digital services, this paper advocates for the need to set out guidelines to underpin a platform operating model that gives public service providers maximal scope to innovate while retaining high ethical standards and harmony within government operations. In so doing, the paper will examine the digital environment of the State and Law with a particular focus on whether there is any congruence in their operations with regard to digital applications of various platforms, infrastructure and institutions. The article further offers recommendation for greater integration of digital environment to enhance seamless public service.

Keywords: Digital integration, state and law, digital environment